MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BMH2034 – MANAGING HUMAN RESOURCE

(All sections/Groups)

12 AUGUST 2022
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of **FOUR (4)** pages with **FOUR (4)** Questions only.
2. **ANSWER ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL FOUR (4) questions. **(Total: 100 marks)**

Ericsson's new distribution centre to be established in KLIA, Malaysia

Telecommunications company Ericsson has commissioned a new 68,000-sq ft facility at Malaysia's Kuala Lumpur International Airport (KLIA) that will expand its regional distribution capacity, and the strategic role of Malaysia in the company's ability to support the smooth operations of customer networks in the Asia Pacific (APAC) region. It will be located at the Cainiao Aeropolis Electronic World Trade Platform (eWTP) Hub at KLIA's Cargo Village, and will be operated by CEVA Logistics, a supply chain management company.

According to the Head of Ericsson Malaysia, Sri Lanka & Bangladesh, the Centre will create both direct and indirect employment opportunities for Malaysians.

According to the company's statement, the Centre will also manage inventory of new and serviced equipment, on top of inventory replenishment, receiving equipment from other countries, and delivering serviced equipment. Looking further, it will complement the Maintenance & Support Centre in Malaysia, allowing Ericsson to "improve delivery of support services to customers" in APAC.

Adapted from : Tan, L, (2022, June 10) *Ericsson's new distribution centre to be established in KLIA*, Malaysia, retrieved from https://www.humanresourcesonline.net/ericsson-s-new-distribution-centre-to-be-established-in-klia-malaysia.

Exhibit A: Job Description of a Warehouse Supervisor

Key Responsibilities:

Coach and supervise a team

- Leading warehouse operation.
- Coach, supervise and motivate a team of subordinates.

Inventory Control

- Control inventory levels by reviewing data recorded in the system, retrieving data, designing reports and taking corrective actions.

Operation Process

- Monitor and supervise outgoing of cargo.
- knowledge in customs formalities (Free Zone/Bonded Warehouse).

Reporting and Documentation

- Provide periodic operation and productivity reports to the Manager.
- Resolve customer requests, questions and complaints.

We are looking for:

- Candidate must possess at least a Diploma/Advanced Diploma in any field.
- Minimum 3 Years of working experience in the related field is required for this position.
- Preferably specialized in Logistics/Supply Chain, Warehouse. Fundamental knowledge in Freight Forwarding would be a PLUS.
- Good command of English and Bahasa Malaysia.
- Handling of Inventory

Continued ...

QUESTION 1

(a) Identify and describe **TWO (2)** important trends in the environment that are influencing Ericsson's human resource management.

(10 marks)

(b) David Hagerbro, Head of Ericsson Malaysia has instructed you to conduct a job analysis on several positions in the new distribution centre.

Describe **THREE (3)** methods that might be used to gather information about the tasks involved in the job of a warehouse supervisor. Explain **ONE (1)** strength of each of these methods.

(15 marks)
(Total: 25 marks)

QUESTION 2

In line with Ericsson Malaysia's exciting growth, Ericsson Malaysia is looking to hire a warehouse supervisor.

(a) Explain and discuss the importance for Ericsson Malaysia to have effective recruitment strategies.

(10 marks)

(b) With reference to **exhibit A**, select and describe **THREE (3)** external recruiting sources that you think would be most effective for filling the warehouse supervisor position at Ericsson Malaysia.

(15 marks)
(Total: 25 marks)

Continued ...

QUESTION 3

(a) After reviewing the applicants' resumes, the manager turns to selecting the best candidate for the job. The aim of employee selection is to achieve person–job fit.

With reference to **exhibit A**, propose and describe **THREE (3)** selection tests you would use in hiring a warehouse supervisor at Ericsson Malaysia.

(15 marks)

(b) With reference to **exhibit A**, suggest **TWO (2)** training methods that you think would be most important to include in the training process of a warehouse supervisor at Ericsson Malaysia.

Describe both the training methods and justify your answer.

(10 marks)
(Total: 25 marks)

QUESTION 4

(a) In principle, health insurance would be the most attractive to employees with large medical expenses and retirement benefits would be most attractive to older employees.

In your opinion, what else might Ericsson Malaysia include in its benefits package to appeal to young, healthy employees? Identify and explain **TWO (2)** benefits and explain the reasons for your answer.

(10 marks)

(b) As Ericsson Malaysia welcomes new hires into the organization, it is important that Ericsson Malaysia has a comprehensive orientation program.

Discuss the benefits of having an effective orientation program.

(15 marks)
(Total: 25 marks)

End of Paper